



DEPARTMENT OF TRANSPORTATION

Isiah Leggett
County Executive

Arthur Holmes, Jr.
Director

November 8, 2011

Montgomery County Government's Department of Transportation, Division of Parking Management is presently conducting a Parking Customer Service Survey within the Silver Spring, Bethesda, Wheaton and Montgomery Hills (PLD's). The surveys are preformed to gauge the current performance of the public parking system from customers' perspective.

We have enlisted the services of **Desman Associates** to conduct the survey. Beginning Monday November 14th representatives from Desman Associates will be surveying pedestrians in front of County parking structures, in and around County surface lots, and on curbside areas. In an effect to capture the perspective of retail and restaurant business owners, Desman Associates staff will also be surveying street level shops and restaurants.

The information you provide is very important in our attempt to better serve you. We want to stress that **all information collected will remain completely confidential and be used for statistical purposes only.**

The main contacts for the crew are Leslie Jacobi, Eric Haggett and Shaazad Asghar from Desman Associates.

If you have questions regarding the customer service survey please call the Montgomery County's Parking Office at (240) 777-6000 and ask to speak to Jeremy Souders. Or visit our website at www.montgomerycountymd.gov

We thank you very much for your cooperation and time.

Sincerely,

Jeremy Souders
Senior Planner
Department of Transportation
Division of Parking Management



Division of Parking Management

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